

STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

SANTANNA NATURAL GAS CORPORATION)	
d/b/a SANTANNA ENERGY SERVICES)	
)	Docket No. 02-0441
Application for Certificate of Service Authority)	
Under §19-110.)	

Appendix 1 PUBLIC VERSION

Karin M. Norington-Reaves
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Citizens Utility Board
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CUB Consumer Inquiry

Date: 7/1/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Loves Park

State: IL

Zip 61111

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says she hasn't been called back by Santana. She says she wants out of the contract. She paid her first bill, most of it was for gas she has yet to consume. She says she was never told she'd be charged for stored gas.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/1/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State:

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says he wants to cancel the contracts he has on 3 of his buildings. The buildings are located at xxxx & xxxxxxx, in Posen,IL. & at xxxxxx S. xxxxx in Riverdale, IL. He says he was never tol he'd have to pay for stored gas, says he'll only pay for what he's consumed.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61109

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer is seeking to cancel service with Santanna as a result of not being informed of advanced billing. He would like to return to NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address: .

City Cicero **State:** IL **Zip** 60804

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he is very unhappy with Santanna's billing and is seeking to return with NICOR Gas.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61107

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she is presently with Santanna and is seeking to be taken of their service and return to NICOR. She is afraid that she will be stuck with the program because it is close to the 90-day period.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61107

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she was told that she would be save 13%-25% and instead she is being billed in advance and has not seen any savings. She states that she signed up a couple of months ago and sees that her contract states that she has to cancel w/in 90, but she does not think she should be held to the contract because they did not hold up to what they promised her.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61103

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she has gotten in touch with Santanna and has cancelled service. She wants to not be held responsible for her billing that she has just received, beyond usage.

Second account:

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61114

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she agreed over the phone and signed no contract. She would like to know when the service is started and would like to ensure that there is no cancellation fee. She is interested in cancelling and returning to NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State:

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he has cancelled service, but he wants to know what he should do with the bill. He was told by Santanna to pay the NICOR portion only. Is that what we recommend? Please let him know.

CUB Utility Response: Called customer 7/8/02

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Crete

State: IL

Zip 60417

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he has already cancelled the service with Santanna, but he now has a bill that is unsure what to do with it. He states that he will pay NICOR, but he thinks that he was put on a budget or something with Santanna and that is why his bills are so high? He's not sure, but he did not agree to it. Customer has made payments to NICOR, but has already overpaid and will be making no more payments to Santanna. Furthermore, he seeks a credit for what he has already paid beyond actual usage.

CUB Utility Response: E-MAIL TO LORI @ Santanna
FAX TO NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Loves Park

State: IL

Zip 61111

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer is seeking to cancel service with Santanna and have service with NICOR.

CUB Utility Response: call to get more info

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61103

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she is willing to stay with Santanna IF what she has already paid can be applied to future usage and that all subsequent bills are for usage ONLY. If they cannot, she wishes to return to NICOR

CUB Utility Response: E-mail to Lori Brosky @ Santanna

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Shavanah

State: IL

Zip 60550

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she does not want to remain with Santanna because of billing, she wants to return to NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61102

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that his mother wants to cancel service. He states that she wants to leave the company and return to NICOR as she was unaware she would be billed ("rammed") with this bill.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61102

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: SLAMMING: Caller states that his aunt got "rammed" with an electronic payment of almost \$100 that she did not agree with and a \$75 gas charge that she also did not agree to. She is seeking to leave Santanna and return to NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61102

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer is seeking cancellation due to the way his aunt and mother were treated by company.

CUB Utility Response: Call customer after 1:30

E-mail to Lori Brosky @ Santanna
Fax to NICOR

Public Version

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State: IL

Zip 60174

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she contacted Santanna on 5/31/02 after receiving first bill for advanced billing that she did not agree to. She filed the cancellation with Mr. xxx, yet this month she has recieved a bill that she does not feel she should have to pay. She has tried calling company, but cannot reach them. She has also filed with ICC.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State:

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer is NOT seeking to cancel service she is seeking to have a call back, she placed calls to company and e-mail messages but no response. She just wants to talk to someone about the questions she has, yet she got a letter stating that the company is processing her cancellation and she did not authorize anyone to cancel her service.

CUB Utility Response: E-mail to Lori @ Santanna

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Calendonia-Loves

State: IL

Zip 61011

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she accepted Santanna's offer, but changed her mind immediately afterwards and cancelled the next day. The cancellation, however was not processed until after she received her first bill so she has paid the full amount of bill and wants to know how to obtain a credit for the advanced billing.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 6/28/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Glendale Heights

State: IL

Zip 60139

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he is being illegally charged four times his actual usage. He would like to cancel with Santanna and return to NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Machesney Park

State: IL

Zip 61115

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she signed up for service, but now wants to cancel before it gets started and does not know how to get through to the company. She is seeking our assistance.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Mt. Morris **State:** IL **Zip** 61054

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer seeks to return to NICOR and no longer remain with Santanna. He has called to cancel as a result of the advanced billing and is seeking our assistance.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Chicago **State:** IL **Zip** 60659

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he was overbilled \$2700 last year. He signed up on the basis of a promised flat rate, not advanced billing. He states that he did get a credit instead of a refund for the \$2700. He was told that he would have to automatically renew for two years after the first contract expired. With all of this info on the news, he called the company and was told that he should have been told he needed to renew, but he is in it now and wants out.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City N. Riverside **State:** IL **Zip** 60546

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: SLAMMING: Customer states that her mother, Rose was slammed and wants to return to NICOR and be removed from Santanna.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Rockford **State:** IL **Zip** 61107

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he wishes to cancel service. He has just received his bill for service and it was outrageous. He called to cancel and received a letter confirming that he was on the plan on 5/3/02.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State:

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he has overpaid with Santanna and has been awaiting a refund that the company promised two months ago that he has yet to receive. He is expecting a \$70 credit.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Rockford **State:** IL **Zip** 61109

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Caller signed up with Santanna, thinking that this would be the best deal. She was surprised to find, on her first bill, that the company is pre-billing her for therms. She used only 31 but Santanna is billing her for 171. No mention of this pre-billing had been made when she was signing up.

She wants out of the Santanna program and to switch back to Nicor Gas. Can you please see about getting her off Santanna and getting her a refund for the overbilling? Thank you.

CUB Utility Response: Emailed to Santanna.

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Rockford **State:** IL **Zip** 61109

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she has been trying to cancel Santanna service and cannot get through. She was unaware that she would be billed for advanced billing. She wants out of the service immediately and wants NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61107

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller was persuaded to sign up for Santanna over the phone. She agreed, thinking it would save her money. She wants out of the program now; hasn't gotten billed yet, but heard about the prebilling.

CUB Utility Response: Sent her AG's form and gave her Santanna's number so she can contact them.

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Byron

State: IL

Zip 61010

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller did not know when he was signing up that Santanna would be pre-billing him for therms. He wants out of the program, but hasn't been able to get through to anyone at the company to process this request.

CUB Utility Response: Mailed him the AG's form (explained we can't contact Santanna anymore) and told him to call the company back and leave them a message.

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61108

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller signed up for the Santanna program but later thought better of it. He has called and written to Santanna to make sure that he can exit the program, and on his bill, will recalculate his payment to reflect only the terms he used.

CUB Utility Response: Faxed to NiCor.

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Glen Ellyn

State: IL

Zip 60137

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller did not know that Santanna would be pre-billing her for therms. She is trying to contact Santanna to exit the program, and will pay only for the therms she used.

CUB Utility Response: Faxed to Nicor.

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fees/Taxes

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Wilmette

State: IL

Zip 60091

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he would like to cancel service but can never get through to the company. He states he did not know that he would be billed in advance for service and now is seeking to return to NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Rockford **State:** IL **Zip** 61104

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: This is a commercial account. We received our first bill and it appears that we have been billed for gas sales far exceeding what has actually been delivered/used. Our gas bill is usually around \$350 to \$400 dollars this time of year. The bill we received is for \$2,331.92. We also have two residential accounts with them. They are also very high. What recourse do we have?

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City **State:** **Zip**

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: I am writing to you hoping you can help with a problem I have with Santanna Energy. This company called 2 months ago explaining that now the consumer has to choose a gas provider. They informed me that my gas bill would remain the same or be lower by choosing them. I told them I pay 76.00 a month and have paid that amount for 11/2 years, they said it won't change. I was furious when i got my bill for 220.00. my payment of 76.00 was on the bill, but Santanna had a charge of 142.41. I contacted Nicor and they explained that I have to discuss it with Santanna(I have called but you only get a recording that they will call you back). I feel this is completely fraudulent. I repeated 3 times about how much I pay and do not want to pay more-they guaranteed this on the phone. Are other people having problems? It would be helpful if you could look into there practices. Thank you for any help you can give me.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Geneva **State:** IL **Zip** 60134

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: I would like to refer this case to you for information. I have not been able to reach Santanna via telephone for the past five days. I have forwarded Santanna a hard copy of this note and am also sending a hard copy to your office for information. Is there anything else I need to do to cancel my contract with Santanna and return to Nicor Gas? I very much appreciated reading the recent article in "The Daily Herald" which indicated you are aware of Santanna's unfair representation to its customers.

Thanks for any assistance you can provide me.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Solicitations/Telemarketing

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Markham **State:** IL **Zip** 60426

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: During the week of June 17 through the 21st one of those days. Mr. xxxx, a representative from Santanna Energy Services came to my home. He stated that nicor gas and santanna Energy had entered into a contract as nicor gas had been deregulated by the government and we had a choice to choose our gas supplier. He said each family would receive 13% off their summer bill and 25% off their winter bills and I asked what about my \$347.02 credit that was my account balance from being on the budget and he stated that i would receive 13% off my budget balance for the summer months and 25% off my balance in the winter months. He also stated if for any reason I did not want this plan, all i had to do was call and cancel the agreement. He filled out a form and gave me a blank copy of the same form which he did not fill out with his name and a partial phone number 522-89-- ----within 48 hours someone from Santanna Energy called to verify his coming and asked if I had any questions and I replied that i did not at that time. After looking on the internet and reading the information that the nicor site and the citizens utility board had as explanations for the new energy proposals being offered, i realized that santanna was not the only representative that i could choose from and i was under the impression that santanna was chosen by nicor and was in fact sent by nicor to sign me up. Also, i would not be able to change companies without having to pay a penalty for three years. But i could change my mind as long as it was within 90 days of the date i signed up which was not written on my contract only on the one Mr. lee had in his possession that i had signed. so, on June 25th I telephoned

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City St. Charles **State:** IL **Zip** 60174

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: I just received my gas bill from Nicor. Nicor estimates I only used 30 therms of gas this billing cycle yet Santanna Energy Services has charged me for 280 therms this billing cycle. This is 9 times more gas than I used. I believe this is a billing error. Now, I just found out in a recent story from Chicago Sun Times that Santanna is charging people for more gas than used...some storage of gas supplies. I was never told these conditions about extra charges for gas storage when I signed up for Santanna services 4/25/02. In fact, I was told from the door-to-door sales rep I would be saving money on my bills. I want to cancel Santanna...will there be a penalty? I also want to pay only for the gas I have used and no more than that. What can I do? What are my rights as a customer? Please help me. My bill was over \$100 and it is summer time, I barely use any gas these months.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Oak Lawn **State:** IL **Zip** 60453

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer has dropped Santanna and has received confirmation from both NICOR and Santanna. She is not interested in continuing to overpay the company. Bill issued in May, due in June was paid in full for 233 therms. Customer had only used 70 therms. Bill due in July was only for 40 therms. After subtracting the 70 and 40 therms, customer still has 123 therms of credit with the company. She will be making no further payments to the company and is seeking a credit for the 123 therms.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/3/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Batavia

State: IL

Zip 60510

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller agreed to get on Santanna's program without knowing that she would be billed ahead for gas. She also was led to believe that she could get out of the program at any time. She got her first bill and thought it was a mistake, until she read that Santanna is intentionally inflating the therms. She wants out of the program and has been trying to get in touch with Santanna. Meanwhile, she is going to pay her bill, but will recalculate it to reflect only the therms she used.

CUB Utility Response: Faxed to NiCor.

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Rockford **State:** IL **Zip** 61101

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he was not aware that bill would be this high. When he called to cancel he was told to pay the bill and then be reimbursed later. He then received a letter that it would take 30-60 days. He wants out with the company immediately. In addition he is seeking a credit fro the amounts overpaid and wil be paying no additional amounts to Santanna as he has already has paid enough to carry them through.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Aurora **State:** IL **Zip** 60506

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he signed up with Santanna in February and realizes now that it was a mistake. He wants to return to NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Oak Park **State:** IL **Zip** 60304

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she no longer wants to stay with Santanna. She is seeking to return to NICOR. She is not happy with their billing in advanced.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Niles

State: IL

Zip 60714

Account#:

Work Phone:

Ext: 689

Home Phone:

Cell:

Pager:

Summary: Customer states that he has received one bill so far which is \$148, which he feels is excessive. He is seeking to cancel with Santanna and return to NICOR. Customer has paid bill and is seeking a credit for the overpayment beyond actual usage.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: General Inquiry

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Chicago **State:** IL **Zip** 60645

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he was informed that he would be billed in advanced and is seeking to get information on our case.

CUB Utility Response: MAILED INFO 7/9/02

CUB Consumer Inquiry

Date: 7/2/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Chicago Ridge **State:** IL **Zip** 60415

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he would like billing with Santanna to end and to be billed by NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: General Inquiry

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address: 1167 Heather Lane

City Glen Ellyn **State:** IL **Zip** 60137

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she has not decided what she is going to do re: Santanna, as she was not informed about the case, but she is interested in seeing the complaint.

CUB Utility Response: MAILED INFO 7/9/02

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Deer Park

State: IL

Zip 60010

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he cancelled service with Santanna as a result of the advanced billing on 4/25/02. Customer states that he is not paying the natural gas costs from Santanna and cannot reach the company despite many calls. He wants to return to NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Tinley Park

State: IL

Zip 60477

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he is not interested in keeping Santanna as a supplier as he was not made aware of advanced billing. He plans to only pay usage and wants cancellation be effective immediately.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Kenilworth

State: IL

Zip 60043

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that his average bill is \$72 in the winter months. His bill from Santanna for just the natural gas costs is \$170+. He is seeking to cancel service.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Stillman Valley

State: IL

Zip 61084

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she has been trying to call Santanna at their 1-800 number and cannot get through to the company. She is seeking our assistance in conveying to Santanna that she wants to cancel their service due to advanced billing.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Lake Zurich **State:** IL **Zip** 60047

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer is seeking to return to NICOR. Bills were much more exorbitant than she expected so she is seeking to cancel the service. The only problem is that she cannot get thorough to company and is seeking our assistance.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Winfield

State: IL

Zip 60190

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he called the company several times and finally decide to fax a cancellation on 5/29/02 because of the advanced billing. He was still billed by Santanna and is seeking to cancel immediately and return to NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State:

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he was solicited by Santanna but he had already been informed about them due to the IL AG complaint so he did not sign. He states that based on what he knew and what the rep. was stating that the rep. was a sack of \$%#@!

CUB Utility Response: NO ACTION NEEDED

CUB Consumer Inquiry

Date: 7/3/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Schaumburg **State:** IL **Zip** 60194

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she believes that she is interested in leaving Santanna as she was unaware that she would be billed in advance, however, she would like to see the info first.

CUB Utility Response: Mailed info 7/9/02

CUB Consumer Inquiry

Date: 7/3/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Cicero

State: IL

Zip 60804

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he was unaware for advanced billing and is seeking to pay for usage only. He wants to cancel with Santanna and return to NICOR.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City North Barrington

State: IL

Zip 60010

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: PHONE CALL: Customer states that she was not told of advanced billing beforehand. She states when she got the bill she realized this, called the company and they agreed to bill her for usage only, but next bill had advanced billing. She is now seeking to not have service with the company at all, but cannot get through to them. Customer wants to know what to do about billing--pay, pay partial or not pay.

E-MAIL: i recieved my first bill for 45 therms and the bill was for \$146.47. when I talked to them

I told them I didnt want to buy in advance. Since I recieved my first bill I havent been able to get them on the phone and they haven't returned my call. My bill was from may18 th to june 18th (31)days. I need to know do I pay the bill and then try to geet reimbursed?I haven't been able to contact them to cancell their service. which they said at the start I could do at any time.I need to know what to dofor my furture service.

CUB Utility Response: (Customer states she will be gone all weekend so call Monday)
E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Arlington Heights **State:** IL **Zip** 60005

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: SLAMMING: Customer states that the company used trickery to get her into their services as she is unaware that she was even going to have service with them. She is seeking to cancel this.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City **State:** **Zip**

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he has been trying to cancel service since 6/20/02. He submitted the cancellation and has yet to receive the confirmation of this.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Solicitations/Telemarketing

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Elk Grove Village

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: SLAMMING: Customer states that he was solicited by a door-to-door salesperson and was specific with the rep that he was not interested in leaving NICOR. He states that he signed a paper which he was told was to verify that he was offered the plan and was interested in receiving information ONLY.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Carol Stream

State: IL

Zip 60188

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states he wants to leave company because he was unaware that he would be billed in advance. He states that he has left several messages for Santanna but he has yet to receive a call from company. He states that his bills are 2.5 times higher than normal.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Lombard

State: IL

Zip 60148

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: E-MAIL: We just read the article in the Daily Herald about Santanna Energy Services. We also were duped into signing up. My husband was home at the time and they led him to believe that he was signing up for a rebate. At no time did they say anything about switching companies, let alone that it was for three years. We didn't know until they sent us a letter that we had been switched to their company. I have tried to call repeatedly and there's never an answer.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:** Initial Impressions,

Account First Name: **Last Name:** Initial Impressions,
Inc.

Address:

City Bensenville **State:** IL **Zip** 60106

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Santanna Energy Services contacted us via phone. Explained they could save us 30-50% off our gas bill. Did say it was for 36 months if we switched, but there was no cancellation fee if we wanted to change. Sent a cancellation notice via fax to Joe on 6/24/02 requesting a confirmation of switch date. Have not received any reply. Received first gas bill with Santanna as my natural gas supplier. They have charged me for 191 therms! This pre-billing was not explained by them at the time of their salespitch. Their cost is higher per therm than previous months bills. There is no savings. I have called them, but they have not returned my calls.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Roselle **State:** IL **Zip** 60172

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: SLAMMING: I got a letter in the mail saying that I have switched my gas service over to Santanna Energy Service. I had someone come to my house about a month ago saying they were going to send me some quotes on how much money I can save from the other gas companies. I gave them my bill so that they could send me quotes on the \$ I could save. Then somehow I got a letter saying my new supplier was Santanna. I have never received a quote from ANY gas company and never picked one as my supplier. How did this come about? I am hearing about Santanna on the news lately and how they have been slamming customers. I have been one of those since I never got a quote like I was told by the woman who visited my house and never choose them as my supplier. Please tell me how I can go about changing this.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Solicitations/Telemarketing

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Elk Grove Village **State:** IL **Zip** 60007

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Here is a copy of a letter I sent to Santanna Energy Services on June 12th, 2002 concerning their questionable sales tactics:

A couple of months back when I received notification from Nicor Gas that I would soon be able to purchase my natural gas from a number of suppliers, I wasn't quite sure what needed to be done and which of the energy companies would provide me with the best deal. I figured that I would wait for more information before making the decision.

This was prior to a visit I received at my home from one of your sales people. When I answered the door, I was told that this individual was calling on people in the neighborhood to get permission to save them money. When I explained to this person that I was not yet ready to change from Nicor, this fast talking individual said that only the supplier would change and if I gave him a copy of my latest bill, he would save me money. He then asked me to sign to allow him to have access to my meter numbers and other information. At no point was it ever discussed how much money I would save.

A week or so later, I received a letter from Nicor informing me that I had switched over to Santanna Energy Services. I have yet to hear from your company concerning how this switch will benefit me.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Batavia **State:** IL **Zip** 60510

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: I have been attempting to contact Santanna Energy to cancel my enrollment in their Customer Select program with no return phone calls. I was not informed about 36-month contract and I do not wish to participate. I was also not informed about the penalty for cancellation. My first bill from them was for more than double my usual expense. I was NEVER told that I would be billed in advance of my usage nor was I informed about the long term storage program. I enrolled in May 2002. I have tried to contact them by phone since I got my first bill approximately on June 27th to have someone address my concerns and I have had no response.

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/3/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Carol Stream

State: IL

Zip 60188

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: We signed up with santana energy - altho we were quite happy with nicor energy llc. of course santana pressured us and guaranteed lower rates and we could cancel at any time. i have been trying to contact them to cancel and have not heard a thing from them. we just signed up about a month or so ago. i want to know what course of action we can take now, since this whole thing has been opened up. please respond!

CUB Utility Response: E-mail to Lori Brosky @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Elgin

State: IL

Zip 60123

Account#:

Work Phone:

Ext: 257

Home Phone:

Cell:

Pager:

Summary: Customer states that he was not told that he would be billed in advance for service. He is not interested in staying with Santanna and would rather return to NICOR. (billed for 340 therms, used 39.41) Customer will only be paying for usage. He states that he has tried to call company recently and could not get through. He did state that he spoke with xxxxx (ext.) last month and faxed a letter re: wanting to cancel to her and she never got back to him and his service was never cancelled.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: General Inquiry

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State:

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer stated that she just switched Santanna and subsequently read the story in the paper about the company. She wanted to know what she should know about the company.

CUB Utility Response: Informed her that we could send her guide on the other companies (before she stated that she had already switched) and informed her about our case and that she could ask about the advanced billing.

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Lyons **State:** IL **Zip** 60534

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that when she received her \$100+ bill and reviewed it to determine why it was so high, this was the first time she had seen or heard of Santanna. She called NICOR to find out what was going on and was told that she must have switched her supplier to Santanna and that is why she is getting this bill. She states that she has spoken with no one and has authorized no change to her account. When she called Santanna, she got a supervisor who informed her that if she did not pay the bill she would have legal action taken against her.

Customer was slammed, she did not authorize the switching of her service. She will be paying only the NICOR portion of her bill and NOTHING to Santanna.

CUB Utility Response: E-mail to Lori Brosky
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Solicitations/Telemarketing

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Arlington Heights **State:** IL **Zip** 60005

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer was approached by a rep who stated that she was at her home to ensure that she received a rebate from NICOR because NICOR had overcharged customers. He states that Santanna was a regulatory body and that he was a rep from Santanna the regulatory body of NICOR who would make sure she got her rebate. He told her to get the rebate she needed to sign the form. She was never told that she would be switching her supplier. She is not interested in switching and wants to be back with NICOR immediately. She feels she has misled and lied to and is VERY UPSET.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Naperville **State:** IL **Zip** 60564

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he was not aware that he would be billed in advance for service. He would like to cancel Santanna service, return to NICOR and receive every cent he paid over and above usage.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Lake Zurich **State:** IL **Zip** 60047

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that Santanna put into place what he feels are very sad, deceptive practices and he would like to cancel service with the company and return to NICOR.

CUB Utility Response: E-mail to Lori@ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Loves Park

State: IL

Zip 61111

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she I seeking to discontinue service with Santanna and return NICOR as a result of advanced billing.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Itasca

State: IL

Zip 60143

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he was misled by Santanna and wants to return to NICOR. He states that the Santanna rep informed him that he was at his home because NICOR was sending Santanna reps out to their home for this program.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Homewood **State:** IL **Zip** 60430

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he was not aware of advanced billing. He states that he has been trying for three months to cancel with the company--as soon as he received his first bill, but to no avail. He also states that when he was with NICOR he was on a budget plan, built up a lot of credit which was taken by Santanna. He is seeking to cancel service with Santanna, return to NICOR and receive the credits back.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Bartlett **State:** IL **Zip** 60103

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she has cancelled the service, yet she has received a bill.
She no longer wants to be billed by the company.

CUB Utility Response: E-mail Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Downers Grove **State:** IL **Zip** 60516

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he wishes to leave Santanna Energy. He called the company and asked why he was billed so much and was told that they are doing this to save money, but he states he does not see it. He states that he was first informed about Santanna when he was called. He states that the rep. told him he had no choice and he thought would be fine because he would save money, but he feels that this is ridiculous. He states that he called Santanna on 7/1/02 and cancelled. The company is stating that he should pay the full amount and get reimbursed later. He is not intrested in this.

CUB Utility Response: E-mail Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Arlington Heights **State:** IL **Zip** 60004

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he is seeking to cancel from this type of "arrangement" with Santanna and is seeking our assistance in doing so.

CUB Utility Response: E-mail Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Lockport

State: IL

Zip 60441

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that they switched to Santanna and were shocked with the billing. They have since cancelled the service, but Santanna made them stay on the plan one month longer than they wanted. They are seeking reimbursement for what they paid over the usage amount.

CUB Utility Response: E-mail Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rolling Meadows

State: IL

Zip 60008

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he did not realize he would billed over 200+ therms when he only used 69. He states that he has called the company and was told that he would not have to pay a fee, but he does not trust the company.

CUB Utility Response: E-mail Lori @ Santanna--Please send a confirmation letter re: cancellation and no fee.
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Des Plaines

State: IL

Zip 60016

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she received a letter from NICOR re: Customer Select and called NICOR re: the program and was told that she needed to choose a supplier. She states that she called around to the different suppliers and choose Santanna because they promised her a savings of 50% over what she is currently paying with NICOR. She signed up with Santanna, but states that she did not realize that she was going to be billed in advance for service. She states that although she felt the first bill was high, she paid because she felt since it was somewhat chilly that month it may have been merited. However, when her next bill was also high and she was out of town most of the time, plus it was much warmer, she called the company to cancel. She states that she has left messages daily except for 7/4/02 and has gotten nowhere---no return calls.

Customer will be paying only NICOR portion of bill this month. Customer would like monies overpaid to Santanna last month to be used to cover actual usage for this, her second bill and a credit of any amount that may be left. In addition customer wants service with Santanna cancelled and wants to return to NICOR immediately.

CUB Utility Response: E-mail Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Berwyn **State:** IL **Zip** 60402

Account#: **Work Phone:** **Ext:** 305

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she has recently dropped service with Santanna, but is trying to get through to ask a question and cannot. She would like to have someone call her.

CUB Utility Response: E-mail Lori @ Santanna

CUB Consumer Inquiry

Date: 7/2/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name: I

Address:

City Dolton

State: IL

Zip 60419

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he cancelled service with Santanna in June and he has received confirmation from NICOR that that is in effect, but he wanted to have a complaint on file that the services were misrepresented to him and that he was unaware of advanced billing.

CUB Utility Response: Would like to have complaint on file.

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Naperville **State:** IL **Zip** 60564

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she is upset at how much she is being billed this month compared to how much she was billed last month by NICOR. She would like for someone to call her re: this matter.

CUB Utility Response: E-mail Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Comment/Suggestion

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City **State:** **Zip**

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he had prior knowledge, he likes the idea of buying gas in the summertime for winter use. He also states that Santanna explained to him that they purchase approximately 1/3 of his annual usage of gas for him in the three summer months and deliver in the winter and that he likes this idea. He states that he does not know if he will save any money from this due to the fluctuating gas prices, but he states that rather than deal with NICOR gas he decided he wanted to give this a try and now for some reason we are trying to screw it up and he does not understand why we are trying to screw up a good thing, but maybe this is what people with nothing better to do, do. Please leave the program alone and let him buy gas in the summer for winter. He states that he is not a Santanna employee and does not buy a lot of gas--300 therms a year. He states that he will definitely call back later.

CUSTOMER LEFT NO NAME OR PHONE NUMBER.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Farmer City **State:** IL **Zip** 61842

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: xxxxx is the with xxxx lawfirm. Jan called to state that they are assisting xxxxx after xxxxxx received a bill that she was ot aware that she would receive from Santanna. Customer is an 80-year old woman who states that she had no idea about this program.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Elgin

State: IL

Zip 60123

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller did not know until the first Santanna bill arrived that they'd be charged in advance for usage. She and her husband would like out of the program. On this bill, they will recalculate and will pay only for the therms that were used.

CUB Utility Response: Notified Nicor of customer's intention.

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City New Lenox

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller signed up for Santanna and was unpleasantly surprised to find, on his bills, that they are charging him for many more therms than he used. He was also upset to find out that there is an early termination fee. He has been with Santanna for over 3 months now, and he's planning on moving to Florida at the end of the summer, so he is nervous about this.

CUB Utility Response: He has been trying to contact Santanna, as yet without success.

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Oak Lawn

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller was solicited by telephone to sign up for Santanna. This person never mentioned that the customer's bills would be for more than the therms he used. He has been trying and trying to contact Santanna to no avail. He also wrote them a letter requesting cancellation, but hasn't heard back yet.

CUB Utility Response:

I offered to contact NICor for him, if he wants to re-rate his bill so he only pays for therms used. He states that someone at Nicor told him to just not pay anything to Santanna, since his overpayment last month should cover his actual usage this month. He states that he is going to give this a try.

Public Version

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Schaumburg

State: IL

Zip 60193

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller does not want to stay with Santanna now that he knows they're billing ahead for therms. He got his first bill but will only pay for the therms he used. Meanwhile, he is trying to get in touch with Santanna.

CUB Utility Response: Notified NiCor that he'll be disputing extra charges from Santanna.

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Oak Park **State:** IL **Zip** 60302

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer is interested in cancelling with Santanna and returning to NICOR as a result of not being informed of advanced billing.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Westchester **State:** IL **Zip** 60154

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Caller signed up with Santanna and was shocked when her first, very high bill arrived.. She is trying to get out, and wanted to register her complaint.

CUB Utility Response: I mailed her a copy of the AG complaint form.

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Sleepy Hollow

State: IL

Zip 60118

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller was contacted by Santanna via phone. The salesperson made no mention of the way the company would be buying therms ahead and charging him in advance before he'd used the gas. He wanted to register his complaint and get info on other suppliers.

CUB Utility Response: I mailed him a copy of our fact sheet.

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Harvard **State:** IL **Zip** 60033

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Caller got a letter stating he'd gone to Santanna, but he never agreed to anything with them. He called a month ago and got cancelled, but he just got another letter, welcoming him to the program!

CUB Utility Response: Customer just wanted his complaint on file.

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Villa Park **State:** IL **Zip** 60181

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: E-MAIL: Solicitor from Santanna said they were auditing bills for nicor. in fact they switched me from nicor to Santanna.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Hometown **State:** IL **Zip** 60456

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Santana energy gauranteed to be cheaper than Nicors rates and my bill with Santana for the same usage as Nicor is outrageous,my bill went from \$29.00 to \$103.00 and Santana says I have to stay with them for 36 months and I refuse to, I can't afford this.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address: .

City Round Lake **State:** IL **Zip** 60073

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Santanna contacted me via telephone several weeks ago. During our conversation they NEVER stated they were with Santanna Energy and advised that they were NICOR running the Customer Select program. They advised that my gas would still be with NICOR. They never stated that my service would be switched to Santanna and they never quoted me a rate for their service.

Today I received a letter dated July 2 from NICOR stating that I had been switched to Santanna. I attempted contacting Santanna but they were closed today. I intend on contacting them to cancel the switch within the 14 days I have allowed to me under the Customer Select program.

However, it is very clear to me that Santanna is using deceptive marketing practices in switching customers without full knowledge of who they are and certainly without any knowledge of what the rates will be.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Chicago **State:** IL **Zip** 60614

Account#: **Work Phone:** **Ext:** 11

Home Phone: **Cell:** **Pager:**

Summary: E-MAIL: Last november Peoples Energy (my delivery service) switched my meter. When they switched the meter the frist reading was incorrect. Peoples energy admitted they had mis-read the meter and gave me a credit. At the time I was on a fixed rate billing plan with Santana (my supplier). When it was time for Santana to issue me a credit, they said they will only issue me a credit at the market rate. I was paying a flat fee of \$.45/therm and the market rate was \$.27/therm. They were charging me almost \$300. I called them and told them that they had made an error. They told me to refer to my contract which says "if there is an error by the user, it is the user's responsibility" only it was not my fault, it was People Energy. The person from Santana said, "well if you are not happy then don't pay the bill" I said ok.

CUB Utility Response: E-mail Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Chicago **State:** IL **Zip** 60614

Account#: **Work Phone:** **Ext:** 11

Home Phone: **Cell:** **Pager:**

Summary: E-MAIL: I work for a family business where we use Santana and we have had nothing but problems with them. We feel that they falsely advertised and promised things that in reality they did not do.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City DeKalb **State:** IL **Zip** 60115

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she has tried to cancel, but has been unsuccessful.
Customer states that she has made many calls to the ICC, IL AG and wantst to make
sure that she is cancelled effective 6/21/02. Customer would like credits for any
amount beyond usage.

CUB Utility Response: E-mail Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City **State:** **Zip**

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he was billed for one billing cycle and did not want to pay for advanced usage. He states that he specifically asked to be cancelled and to make sure the interim billing be a "pay as you go" plan. He was billed for the total amount. Customer will only pay amount used.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Kenilworth **State:** IL **Zip** 60043

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he called all four suppliers and signed up with Santanna because they promised to come in lower than all other companies. He specifically informed the rep of the amount of his bill and asked if his bill would be lower. They stated that it would and it did not. When he called he was promised he would be called back and was never called back. He wants to cancel Santanna, return to NICOR, pay only used therms and credits for any overpayment.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Rockford **State:** IL **Zip** 61108

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she has been a customer with Santanna who has been seeking to cancel and would like service cancelled and to be returned to NICOR.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Naperville **State:** IL **Zip** 60565

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she is seeking to leave Santanna and return to NICOR. She has sent a letter, but wants to assure she is cancelled, receive any credits for overpayments and will only pay usage.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Bartlett

State: IL

Zip 60103

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he received his first bill and wants out of the program.
Customer wil only be paying usage amount and no more. He was not pre-informed
re: advanced billing.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Park Ridge **State:** IL **Zip** 60068

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he signed up in May. He cancelled the service may 5th because he felt rushed into the decision and all info was disclosed to him. He states that he cancelled service as of 6/5/02 and followed it up with a faxed letter to Katrina. Customer is seeking credit of everything overpaid beyond usage. Several attempts to call the company have been unsuccessful; many messages have been left--no return calls received.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City **State:** **Zip**

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: SLAMMING: Customer states that she got a letter on 6/28/02 stating that Santanna is now her supplier. She did not authorize or talk to anyone about this switch. She is VERY upset that they have just taken over her account. Customer wants to remain with NICOR, she does not the switch to take effect to Santanna.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Rockford **State:** IL **Zip** 61108

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he would like to switch back to NICOR because of the uncertainty in billing from Santanna.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Cherry Valley

State: IL

Zip 61016

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that the billing is reliable as a result he is seeking to cancel Santanna and return to NICOR.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Algonquin **State:** IL **Zip** 60102

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that they signed up in April 2002 after being contacted by the company and promised 20% savings. He was told that the bill would 20% lower than his current bill. When he realized that the billing is for advanced service, which was not disclosed to him when he signed up he tried to cancel the service. This was on 6/19/02. He still has been unable to cancel. Customer feels misled and will no be paying for advanced billing.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Evergreen Park **State:** IL **Zip** 60805

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he cancelled service with Santanna and has received confirmation, however, it states that it will take 30-60 days. He is not interested in paying for additional 30-60 days. He will only be paying for current usage and wants credits for any advanced payments.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Wheaton

State: IL

Zip 60187

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer would like to leave Santanna and return to NICOR. Customer states that she was promised she would not have a high bill and has one anyway. Customer will only be paying current usage and no more.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/8/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Mt. Prospect **State:** IL **Zip** 60056

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he is seeking to cancel with Santanna, return to NICOR and have any bill that may be coming credited towards what he has already overpaid with a credit of the balance coming back to him. No future payments will be made to Santanna.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Sterling

State: IL

Zip 61081

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she will only be paying for current usage and no more as she was not informed that she would be billed in advance. Customer wants to cancel with Santanna and return to NICOR.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Rockford **State:** IL **Zip** 61103

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she did not know she would be advanced bill. She is seeking to cancel service with Santanna and return to NICOR.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Machesney Park **State:** IL **Zip** 61115

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer is seeking to leave Santanna and return NICOR. He is not interested in remaining with the company and being advanced billed. At this time, he has no bill with the company and would like to cease any action that would cause him to be billed by Santanna.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61107

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer called, wrote, and sent an e-mail, yet has received no reply from the company. He is seeking to cancel service with Santanna and return to NICOR.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Rockford **State:** IL **Zip** 61102

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer is not seeking to remain with Santanna; she would like to return to NICOR & is upset about the advanced billing.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

Public Version

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Tinley Park **State:** **Zip** 60477

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer was not aware of advanced billing and is seeking to cancel service with Santanna and return to NICOR.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Bolingbrook **State:** IL **Zip** 60490

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he would like to stay with Santanna, but only wants to pay for current usage.

CUB Utility Response: E-mail to Lori @ Santanna

CUB Consumer Inquiry

Date: 7/9/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Roselle

State: IL

Zip 60172

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he used 131 therms, but was charged 1,042. He was told that he would be called back within 48 hours, but has received no call back. He also has sent a letter, but has received no confirmation.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Park Ridge **State:** IL **Zip** 60068

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer would to receive information on our case against Santanna and is seeking to file a complaint against Santanna, but cannot get through to the company.

CUB Utility Response: E-mail to Lori @ Santanna
Mailed info on case 7/10/02

CUB Consumer Inquiry

Date: 7/9/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State:

Zip

Account#:

Work Phone:

Ext:

Home Phone: 630-237-5144

Cell:

Pager:

Summary: Customer states that he was swindled by Santanna and wants us to add his name to our list. He has cancelled the service prior to receiving any billing, has spoken with Santanna and has the new amount that he is to pay.

CUB Utility Response: NO action needed

CUB Consumer Inquiry

Date: 7/9/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Glen Ellyn

State: IL

Zip 60137

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer called and left address, but no phone number. He wanted to know what it took to get off of Santanna.

CUB Utility Response: Mailed info on 7/10/02

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Villa Park **State:** IL **Zip** 60181

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Caller's husband took the call when Santanna solicited them to switch. The Santanna representative led him to believe that the call was from Nicor, so customer did not believe that a switch was actually taking place. In no way did the salesperson indicate that the customer would see an inflated gas charge.

Customer wants out of Santanna's program. On this bill, she will only pay for the therms actually used.

CUB Utility Response: Notified Nicor.

CUB Consumer Inquiry

Date: 7/10/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Arlington Heights

State: IL

Zip 60004

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller got her first bill from Santanna and was shocked to find that she was charged for more therms than ever before. She has confirmed with Santanna that she will be switching back to Nicor, but is upset that this may take up to 60 days. In the meantime, she will only be paying for the therms actually used.

CUB Utility Response: Notified Nicor.

CUB Consumer Inquiry

Date: 7/2/2002 **Call Taken By:** Sarah

Utility Company: SANTANNA ENERGY

Concern: Solicitations/Telemarketing

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Park Ridge **State:** IL **Zip**

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Caller states that a man named Bruce McCormick called her and enticed her to switch to Santanna. He claimed that there was no contract and no cancellation fee, which she later found to be untrue. She found out that her Nicor account was flagged somehow that prevented the switch from taking place, and she is relieved.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/10/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address: 2318 N. Verde

City Arlington Heights

State: IL

Zip 60005

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she was unaware that they would be advanced bill. She was billed more in June, than February. She called to cancel with Santanna and is upset that it will take 30-60 days. She does not want to pay them any longer than she has to or receive any more of these high bills.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/10/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Cherry Valley

State: IL

Zip 61016

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he would like to cancel with Santanna and return to NICOR as a result of advanced billing.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/10/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Elgin

State: IL

Zip 60120

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he had no prior information regarding being advanced billed and is seeking to leave Santanna and return to NICOR.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/10/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: General Inquiry

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City McHenry

State: IL

Zip 60050

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer would like explanation of advanced billing/storage. Customer is available 7-4 at number listed.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/11/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Aurora

State: IL

Zip 60506

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller was not told by the telemarketer that she'd be billed ahead for therms or that there was a fee for terminating her contact after 90 days. She has gotten herself out of the program, but there is still a Santanna bill. She is only going to pay for therms she used.

CUB Utility Response: Mailed her an AG complaint form and notified Nicor.

CUB Consumer Inquiry

Date: 7/11/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Solicitations/Telemarketing

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Downers Grove

State: IL

Zip 60516

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller got a call from a Santanna telemarketer, who told him that with deregulation, customer will HAVE to choose an alternate supplier. Under these circumstances, he decided, why not go with these guys. He has since found that this was false and has cancelled his contract.

CUB Utility Response: I mailed him an AG form.

CUB Consumer Inquiry

Date: 7/11/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: General Inquiry

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61108

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer has not decided what he is going to do about Santanna, but he would like to receive info on our case.

CUB Utility Response: Mailed 7/12/02

CUB Consumer Inquiry

Date: 7/11/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Naperville

State: IL

Zip 60565

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that it was never disclosed to him in advance that he would have advanced billing. He wants to file a complaint against Santanna and return to NICOR. Customer seeks credits for any amounts over usage.

CUB Utility Response: E-mail to Lori @ Santanna
FAX TO NICOR

CUB Consumer Inquiry

Date: 7/12/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Bradley

State: IL

Zip 60915

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that is unhappy with the situation that Santanna has put him in. He was unaware that he would be billed like this and wants to cancel immediately and return to NICOR. Customer seeks credits for all amounts paid above what is owed.

CUB Utility Response: E-mail to Lori @ Santanna
FAX TO NICOR

CUB Consumer Inquiry

Date: 7/12/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Roscoe

State: IL

Zip 61073

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he has cancelled the service with Santanna on 5/9/02 as a result of not being informed of advanced billing. He received confirmation of the cancellation from Santanna on 5/9/02 and from NICOR on 5/13/02. The letter from NICOR states that he would not have any billing from Santanna and would be billed by NICOR as of 5/29/02. Customer will not be paying for therms he has not used, but has already paid for just the service he has used. Please cease billing from Santanna and cease sending his payments to Santanna--payments are meant fro NICOR only.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/12/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Brookfield

State: IL

Zip 60513

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer sent a letter detailing what happened to him with regards to situation. He states that he has cancelled the service with both companies and sent the information to assist us with our complaint case.

CUB Utility Response: No action needed.

CUB Consumer Inquiry

Date: 7/1/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Geneva **State:** IL **Zip** 60134

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that she is cancelling with Santanna and seeks to reimbursed as soon as possible for the \$132.57 she paid via chek #1760. Customer states that she is "extremely disappointed in the misrepresentation of your rate structure and your total lack of customer service. I have left three messages at 630-789-6022 and none have been acknowledged. Your answering system indicates that my call is important that a representative will return it within 24 hours. That has not happened. I have also experienced numerous occassions when the phone ws not answered at all during normal business hours. This is completely unacceptable to me."

CUB Utility Response: E-mail to Lori @ Santanna Energy
Fax to NICOR

CUB Consumer Inquiry

Date: 7/9/2002 **Call Taken By:** Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: **Last Name:**

Account First Name: **Last Name:**

Address:

City Batavia **State:** IL **Zip** 60510

Account#: **Work Phone:** **Ext:**

Home Phone: **Cell:** **Pager:**

Summary: Customer states that he is not satisfied with Santanna's service and would like to return to NICOR immediately. He states the reason he is seeking to cancel with Santanna is he "was never told that your company would bill me for long term storage of gas and it is for this reason that I do not wish to participate in your program. I have attempted to contact you by telephone aon several occasions with questions about my bill and tell you that I wanted out of Santanna's customer select program, but I have had no response from your office." [Excerpts from letter customer sent to Santanna and cc'd to CUB, NICOR and the IL AG]

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/12/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Des Plaines

State: IL

Zip 60016

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that Santanna owes him \$61.77. He has cancelled with Santanna and wants his credit. In addition, he will not be paying any additional amounts to Santanna. Customer states that he was aware of advanced billing, but is cancelling because he could not get a CSR to call him back re: the questions he had about the service.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/12/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Glen Ellyn

State: IL

Zip 60137

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he is seeking to cancel service with Santanna and switch to Peoples Energy because the information presented to him by the Santanna rep. has "not proven true". Customer details in 2-page letter what was promised and what was and was not delivered.

CUB Utility Response: cc to CUB, NICOR & ICC, written to Santana

CUB Consumer Inquiry

Date: 7/12/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Kankakee

State: IL

Zip 60901

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: E-mail 1: I have been misled and double bill by santanna gas and I am angry and want my money back. E-mail 2: I would like to file a complaint about being misled and double billed by santanna Gas. I would like my money back

CUB Utility Response: E-mail to Lori Brosky
Faxed to NICOR

CUB Consumer Inquiry

Date: 7/12/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Loves Park

State: IL

Zip 61111

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he signed up in April and cancelled in May when he saw that he was being advanced billed. In June he was not cancelled so he sent a fax and nothing happened. He finally got a letter in a couple of days ago and is now being told it will take 30-60 additional days. He is seeking to have cancellation effective immediately, to not pay any additional monies to Santanna and to receive a credit for what he has overpaid.

CUB Utility Response: E-mail to Lori Brosky
Faxed to NICOR

CUB Consumer Inquiry

Date: 7/15/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Berington

State: IL

Zip 60010

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller has three accounts that have been switched to Santanna. She was not informed that Santanna would be billing ahead of time for therms, and she wants out of the program. Two of the accounts are listed under the above address and the third is for service at

Berington, IL

She wants to switch back to Nicor Gas and is only going to pay for the therms she used.

CUB Utility Response: Contacted both Nicor and Santanna

CUB Consumer Inquiry

Date: 7/15/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61108

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller wasn't told that Santanna would be pre-billing for therms before he signed up. He is exiting the program and is only going to pay for the therms he actually used.

CUB Utility Response: Notified Nicor.

CUB Consumer Inquiry

Date: 7/15/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Loves Park

State: IL

Zip 61111

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller is cancelling out of the Santana program, but got a second bill from them. She states that she paid for more than enough therms last month to cover this month, so she is going to deduct the Santanna charges from her payment and await a credit for the remainder.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/15/2002

Call Taken By:

Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Wilmette

State: IL

Zip 60091

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he signed up with Santanna after being solicited via phone. He signed up with the company after being promised 15-25% savings. He states that he was not told about the advanced billing, however, and did not realize it with the first bill because it included a cold month--March. Therefore, he paid the entire bill. To now have a high bill for May and June usage made him more alert and hence he realized the practice.

Customer will only be paying NICOR its portion, monies due from the May-June bill to Santanna can be retrieved from Santanna in the amount they have taken already. He will be making no future payments to the company and wants to cancel with Santanna immediately. He tried doing this via phone but was unable to speak to someone.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/12/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Chicago

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller states that he got a letter stating that he's been signed up for service through Santanna. He never requested that a switch takes place. He would like out of the program.

CUB Utility Response: Notified Santanna.

CUB Consumer Inquiry

Date: 7/15/2002

Call Taken By:

Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Elgin

State: IL

Zip 60123

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says he wants out of his contract w/Santanna. He says he only uses cooking gas, & his first Sanatanna bill was \$100 higher than the previous one. He says he only wants to pay for the gas he consumed, he says he was not told he'd have to pay for stored gas.

CUB Utility Response: Contact Ms. Broski

CUB Consumer Inquiry

Date: 7/16/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Mundelein

State: IL

Zip 60060

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller did not know before signing up with Santanna that she would be pre-billed for therms. She wants out of the program and will only pay for the therms used.

CUB Utility Response: Notified both Santanna and Nicor.

CUB Consumer Inquiry

Date: 7/15/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: General Inquiry

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller is with Santanna and is trying to figure out whether she should stay. She wanted to know what would happen to customer if Santanna went out of business, or what would happen if the state bars them from doing business in Illinois.

CUB Utility Response: Told her what I know about those topics, which isn't much. . .

CUB Consumer Inquiry

Date: 7/16/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says they wants out of their contract. She says they were not told about having to pay for stored gas ahead of time.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/17/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Billing

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Chicago

State: IL

Zip 60659

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he is seeking to get out of his contract with Santanna as he is unhappy with the billing. He states that he has made attempts to cancel in the past and has been given conflicting information on when he can cancel. He would like to cancel now without penalty as he is not happy with the advanced billing.

CUB Utility Response: E-mail to Lori Brosky

CUB Consumer Inquiry

Date: 7/17/2002

Call Taken By:

Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Batavia

State: IL

Zip 60510-274

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says he cancelled his Santana contract 3 months ago. He says he just got a bill, & Santana continues to bill him, eventhough NiCor gas says he is now their consumer. Mr. Green says he paid his first Santanna bill, he wants to be credited for the stores gas he's paid for.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Elmhurst

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller was not told that he'd be paying for his winter usage now if he signed up for Santanna. He was surprised when he got his first bill. He wants out of the program, and will only pay for therms used.

CUB Utility Response: Notified Nicor and Santanna.

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Beach Park

State: IL

Zip 60087

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller did not know that Santanna would be charging now for therms before they'd been used. He wants out of the program and will pay for therms he used only.

CUB Utility Response: Notified Santanna

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Bourbonnais

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says she cancelled her Santanna contract, but she paid her first bill (\$72) to avoid disconnection. She says she was told on 6/11/02, that she would be receiving a credit in 30-60 days. She says she just got a letter from Santanna dated 7/11/02, saying she will not get her credit for another 60 days. She is a senior citizen on a fixed income, & feels she should not be made to wait over 3 months to have this resolved.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Oak Park

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller does not remember ever authorizing a switch to Santanna. She is trying to get out of the program, and on her latest bill, will only pay for the therms she used. She paid her last bill in full, and would like a refund for the extra therms for which she paid.

CUB Utility Response: Notified Nicor and Santanna

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61103

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller was surprised to see that he was billed for more therms than he used on his first bill from Santanna. He wants out of the program and is only going to pay for the therms he used.

CUB Utility Response: Notified Santanna and Nicor.

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61108

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she did not realize that she would be billed in advance. There was no mention of this when she was spoke with them via phone in May. She has just received her first bill for 253 therms an she only used 3 (three). She is seeking to cancel with Santanna, return to NICOR and eventually choose another supplier, and will only be paying the NICOR charges and her usage to Santanna--approx. 3 therms.

CUB Utility Response: E-mail to Lori Brosky
FAXED TO NICOR

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By:

Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Joliet

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says that someone came to their door representing themselves as a NiCor employee. She says she was told she was due a refund, she just had to sign a form. Much to her surprise, her next bill shows Santanna as her supplier. She is very upset that this not only happened to her, but to many others in her neighbor. She says she has been unable to contact Santanna to get out of the contract. She says she was solicited on 6/25/02 or 6/26/02.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Palos Heights

State: IL

Zip 60463

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that when she switched over to Santanna it was not explained to her that she would be advanced billed. She believes that she is switched back with NICOR as she'd like and is currently awaiting a refund from Santanna. The advanced billing "soaked up" the credit she had with NICOR at the time of the switch.

CUB Utility Response: E-mail Lori @ Santanna
FAX to NICOR

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: General Inquiry

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Naperville

State: IL

Zip 60565

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he was advanced billed and is not sure what he should do. He is seeking a call back from CUB.

CUB Utility Response: 7/24/02: Called customer back and LM on his VM that CUB is advising that consumers pay their usage amount to Santanna, plus the taxes and all NICOR charges. Asked that if he had any problems determining the amount that he call our office.

CUB Consumer Inquiry

Date: 7/15/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Machesney Park

State: IL

Zip 61115

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he was not aware that bills would be so high. He states that if the company has an honest answer as to why he is being billed this way, he may stay with Santanna

CUB Utility Response: E-mail to Lori Brosky

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Palatine

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he has no complaints about Santanna, but is seeking to leave them and return to NICOR.

CUB Utility Response: E-mail to Lori @ Santanna
FAX TO NICOR

CUB Consumer Inquiry

Date: 7/15/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Addison

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he has gotten two bills from Santanna that are each for 200 therms over what he used. He states that he is willing to stay with the company IF they change past bills and make future bills for USAGE ONLY.

CUB Utility Response: E-mail to Lori Brosky

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Franklin Park

State: IL

Zip 60131

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she was called by Santanna and agreed to switch to Santanna, but changed her mind the next day. The change was not put through immediately and she is being told that service will not be cancelled until July 24th. The customer wants the cancellation immediately, with no service with Santanna and only with NICOR.

CUB Utility Response: E-mail to Lori
Fax to NICOR

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Chicago

State: IL

Zip 60618

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she cancelled service with Santanna as she was not informed that she would be advanced billed. She received confirmation that she was cancelled, but received a bill from Santanna. She will not be paying the storage costs to Santanna, only usage.

CUB Utility Response: E-mail to Lori @ Santanna
FAX TO NICOR

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Westmont

State: IL

Zip 60559

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he was not informed about advanced billing. He has tried calling and going to an office to be cancelled, but to no avail. Customer is currently awaiting his refund from the company. Please cancel the service immediately and issue credits for overpayments.

CUB Utility Response: E-mail to Lori @ Santanna
FAX TO NICOR

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Freeport

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that bills were much higher than he thought they would be. He has cancelled with Santanna and has asked to be returned to NICOR. He will only be paying for usage and seeks credits for payments made for gas storage.

CUB Utility Response: E-mail to Lori @ Santanna
FAX TO NICOR

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Oak Park

State: IL

Zip 60304

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she is seeking to cancel with Santanna and return to NICOR. In addition, she is seeking to have her credit of \$158 returned to her. This credit was "built up" from the budget plan she had with NICOR.

CUB Utility Response: E-mail to Lori @ Santanna
FAX TO NICOR

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Cicero

State: IL

Zip 60804

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she cancelled service because of advanced billing. She wants to know does she have to pay the bill.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/18/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City West Chicago

State: IL

Zip 60185

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she was unaware that she would be billed in advance for therm usage. She cancelled service immediately after signing up and should never have been billed. Customer will only be making payment for usage as was suggested to her by Martin (?) in an earlier conversation.

CUB Utility Response: E-mail o Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/19/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Berwyn

State: IL

Zip 60402

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he has been slammed by Santanna. He noticed the slam on his bill this month because of how high the bill was and tried to call Santanna to cancel, but has been unable to get through or receive a call back. When he called NICOR he was told that he had Santanna last month as well. He states that he did not realize it because bill was only \$12. He is seeking to cancel service with Santanna and return to NICOR.

CUB Utility Response: E-mail to Lori @ Santanna
FAX to NICOR

CUB Consumer Inquiry

Date: 7/19/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Elk Grove

State: IL

Zip 60007

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he cannot trust Santanna after being advanced and not being informed in advance about this "unique system". Customer would like to cancel service with Santanna, return to NICOR and receive an explanation as to where the extra therms, in his case 266 therms have gone.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/19/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Darian

State: IL

Zip 60561

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller got his first bill showing Santanna charges and was very surprised to find that he is being charged for 362 therms when he only used around 26. He wants out of the program and is only going to pay for the therms he used.

CUB Utility Response: Notified Nicor and Santanna

CUB Consumer Inquiry

Date: 7/19/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Westchester

State: IL

Zip 60154

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller is on automatic debit out of his bank account to pay for his gas bills. He switched to Santanna after a solicitor told him it would save him money, and did not know about the prebilling until he got his first bill. He got out of the program, and wants a refund for the amount that Santanna overcharged. Santanna, however, is telling him that he is only getting around \$43.35. Customer believes that the company took over \$100 of his money. Santanna says he must take it up with Nicor, but Nicor states that they wired \$156.85 to Santanna. Since customer only used 41 therms, he feels he is due a much larger refund from Santanna than \$43.35. Can someone please look into what's going on here and contact him? Thank you.

CUB Utility Response: emailed to Santanna

CUB Consumer Inquiry

Date: 7/16/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City West Chicago

State: IL

Zip 60185

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he was not told that he would have to pay in advance for usage. He states that he does not like the plan is seeking to return to NICOR, but cannot get through to Santanna to cancel. Please cancel Santanna service, return customer to NICOR and be advised that customer is only paying for usage.

CUB Utility Response: E-mail to Lori @ Santanna
FAXED TO NICOR

CUB Consumer Inquiry

Date: 7/19/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Credit/Refund

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61114

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller overpaid Santanna by 166 therms. He has exited their program, but is still awaiting his refund. He's contacted the company several times but has yet to get a response. Can someone look into this and get in touch with him? Thank you.

CUB Utility Response: emailed Santanna

CUB Consumer Inquiry

Date: 7/19/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Machesney Park

State: IL

Zip 61115

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller signed up with Santanna, but hadn't been told that he would be billed in advance for gas. He wants out of the program and is only going to pay for the gas he used

CUB Utility Response: emailed Santanna and faxed to Nicor.

CUB Consumer Inquiry

Date: 7/22/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Elmhurst

State: IL

Zip 60126

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he signed up with Santanna a couple of months ago and was never told that he would have to pay in advance for usage. Customer would like service with Santanna cancelled immediately and to return to NICOR. Customer also would like to pay for usage only, HOWEVER, he received his first bill since switching and all it states is that there is a \$135.94 past due. There is no way to determine how much his bill was and how much is for NICOR, Santanna, etc. Please send customer a duplicate bill so that he may straighten this out.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/22/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Billing

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Chicago

State: IL

Zip 60640

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that his contract ended April 30th. At that time he was supposed to receive a \$3000 refund/credit back and to date he has yet to receive it. Customer cannot get through to company. Please issue customer his check.

CUB Utility Response: E-MAIL TO LORI @ Santanna

CUB Consumer Inquiry

Date: 7/23/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Chicago

State: IL

Zip 60645

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says he was solicited by Santanna over the phone in 5/02. He says he was promised saving on his residential gas bill, so he asked for more info be sent to him. He says he has been billed by Santanna, eventhough he never consented to any switch in his supplier. PG has told him they would take care of it, but he does not feel he should pay Santanna anything.

CUB Utility Response: Contact Ms. Broski

CUB Consumer Inquiry

Date: 7/15/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: General Inquiry

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Buffalo Grove

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller signed up with Santanna Energy and wanted some info on what's going on with them.

CUB Utility Response: We discussed the issues.

CUB Consumer Inquiry

Date: 7/23/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Winfield

State: IL

Zip 60190

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer signed up with Santanna, thinking this would be a good deal. He was upset to find that he's being billed for 643 therms even though he only used 80. He wants out of the program and is only going to pay for the gas he used.

CUB Utility Response: Notified Santanna and Nicor.

CUB Consumer Inquiry

Date: 7/23/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Roscoe

State: IL

Zip 61073

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she was not made aware that the company would bill in advance for usage. She is seeking to cancel service with Santanna as she feels that a company that could not be fully honest with her is deserving of her business. Customer states that she does not feel that she should pay any of her NICOR bill, but I informed that her that since Santanna had delivered the gas that she pay her usage only and that I would explain to NICOR they were only receiving partial payment. Also infomed her that her complaint would be filed with the NICOR, Santanna & the IL AG.

CUB Utility Response: E-mail Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/23/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City DesPlaines

State: IL

Zip 60016

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says they were solicited by Santanna in 4/02, they signed up based on the savings promised. She says they were never told they'd have to pay for stored gas. They have been unable to reach Santanna in order to cancel their contract, they only want to pay for what they consumed.

CUB Utility Response: Contact Ms. Borsky

CUB Consumer Inquiry

Date: 7/23/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Glendale Heights

State: IL

Zip 60139

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: E-MAIL: Delivery charges show 22.22 therms used at a cost of \$4.41. Santanna charged me for 313 therms at a cost of \$123.79. The actual meter reading on 6/7/02 was 6379. The estimated reading on 7/9/02 was 6401. Why am I being charged an extra \$123.79 for gas I didn't use. I tried calling Santanna but didn't get through, but I will try again. Do I have to include the extra \$123.79 with my payment to Nicor Gas? The payment is due by 8/05. What recourse do I have? The bills from Nicor this past year have been between 40 and 90 dollars. What is going on with this customer select? I did ask Santanna to stop being my supplier immediately after reading an article in the Daily Herald on 6/3/02 about their high-handed tactics. Please advise. Thank you.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/16/2002

Call Taken By:

Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Roscoe

State: IL

Zip 61073

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: E-MAIL: We received our first utility bill from Santanna, issued on 07/01/02. Our therm usage is listed at 40.40 per Nicor, but we were billed for 278 therms by Santanna. This practice was not disclosed when we signed up with them on 5/3/02. The representative that we spoke to was Bruce McCurrach at 1-866-796-3796 extension 1208. We were told we would be charged "actual wholesale price plus .6 cents per therm". We were also informed of "no contract" and "no fee or charges", however we were charged \$2.00 for "Rider 15 & ABC". There was no mention of being billed for therms that we did not use!! If possible, could you please inform of us the best action we should take in this matter. We are extremely disappointed in this whole situation and we will be switching to another provider, but we want to make sure we get a refund for the unused therms.
Sincerely,

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/23/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Lincolnwood

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says he signed up w/Santanna two months ago, after being promised savings on his gas bill. He says he was never told he'd have to pay for stored gas before he actually consumed it. He has been unable to reach Santanna in order to get out of the contract.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By:

Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Naperville

State: IL

Zip 60564

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: E-MAIL: I selected Santanna Energy Services under the impression that Nicor Gas (My former gas company) was being dissolved into different small companies, and one of which is SES. In July 15, 02 I have received my first bill. I was shocked by the amount of charges-- \$152.95 for 30.30therms. I've never seen such a high gas bill even in the coldest winter two years ago. I called SES the same day. An automated answering pick up my call. As instructed, I've left my name, phone number, Account number, and the nature of my call. No response for that day. I called them the second day (7-16-02) and left the same message. No one called me back. I've called the following two days and never heard from them. I made a call this afternoon around 2'clock, and begged the operater not to put me on their answering machine again. She put me on the machine even before I could explain why I need to talk to a real person. I dialed the SES operater two, three times right after, wishing her to connect me to the management. She didn't even answer my phone. Instead, I was put on THE MACHINE directly! I've checked their website. There is no online custmer service. I wonder if Santanna Energy Service is a legitimate company or some sort of cheaters. Please help me.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/20/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Arlington Heights

State: IL

Zip 60004

Account#:

Work Phone: **Ext:**

Home Phone:

Cell:

Pager:

Summary: E-MAIL: On my first gas bill I was billed for 309 therms when I only used 18. When the door to door salesman signed me up he never said I'd have to buy gas in advance nor was it on the contract. I wrote them a letter to adjust my bill to 18 therms and to cancel my service. I left them several phone messages and they don't call back. I will be sending my letter registered mail on 07/22. Do you think I'll have trouble getting my bill adjusted? I don't want to be late with my Nicor bill due 08/07. I also had Nicor notify them of the cancellation. Thank you

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Arlington Heights

State: IL

Zip 60005

Account#:

Work Phone:

Ext:

Home Phone: 847-368-1266

Cell:

Pager:

Summary: My current gas bill is for 11 therms. The bill is for \$130.97, which consists of 8.76 delivery cost, 0.28 taxes, 4.00 'Rider 15 & ASBC' and 117.93 for 'Gross Gas Sales, 302 @ 0.3905/therm.' I have called Santana to find out what this 'Gross Gas Sales Cost' is for, but they only have voice mail so I have left a message to call me back.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/23/2002

Call Taken By:

Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Orland Park

State: IL

Zip 60467

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: E-MAIL: I signed up for Santana Energy Services under the Nicor Customer Select Program. I just received my first bill for June 10, 2002 to July 11, 2002. They charged me for 357 therms @ 0.3909 per therm. This is almost 15 times the amount that I used in the month (24 therms)! My total bill jumped from \$38.28 under Nicor (5/10/02-6/10/02) to \$152.20 (6/10/02-7/11/02), despite using 50% less therms! I signed up for their service over the phone (they called me). They did not inform me of this billing practice. Nor did they inform me of the 36 month term of the contract. They told me that my gas costs would be 25% less than Nicor, on average, and that "I would see the savings right there on the bill". Additionally, they did not disclose any monthly fees. I also believe that they told me that I could switch back to Nicor and anytime, with no penalty; but they may have just said anytime in the first 6 months (not 90 days). Please contact me with any questions. Thank You.

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/23/2002

Call Taken By:

Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City BOURBONNAIS

State: IL

Zip 60914

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: E-MAIL: I RECEIVED A BILLING STATEMENT FROM NICOR GAS ON JUNE 28 WITH MY FIRST BILLING FROM SANTANA ENERGY SYSTEMS. I WAS NOT INFORMED WHEN I SIGNED UP FOR SANTANA THAT THEY PREBOUGHT GAS FROM NICOR AND BILLED ME FOR IT. THE LAST WEEK OF APRIL OUR GAS WAS SHUT OFF AT THE VALVES BY NICOR DUE TO THE FACT THAT STATE ROUTE 50 IS BEING ROUTED BEHIND OUR DEALERSHIP. THUS, WE HAVE HAD NO HEAT IN OUR BUILDING SINCE THE LAST WEEK OF APRIL. I EVEN HAD TO GET ELECTRIC HEATERS TO KEEP OUR STAFF WARM DURING OUR UNUSUALLY COLD MAY. THEN I RECEIVED A BILL FROM NICOR FOR \$402.19. I WAS SHOCKED TO SAY THE VERY LEAST. I CALLED IMMEDIATELY AND SPOKE WITH A DOREEN DELMAGATO FROM SANTANA AND REGISTERED MY COMPLAINT. I EXPLAINED TO HER THAT WE DID NOT HAVE ANY HEAT AND THEREFORE SHOULD NOT HAVE HAD TO PAY ANY BILLS. SHE THEN INFORMED ME THAT THEY PRE-BUY THE GAS SO WE CAN USE IT IN THE WINTER MONTHS. I NEVER AGREED TO THIS. WE ARE A VERY SMALL DEALERSHIP AND CANNOT AFFORD TO PAY IN ADVANCE O
N A CONSISTENT BASIS. THEY WOULD CONSTANTLY BE PRE-BUYING THIS GAS FOR US WHICH MEANS WE WOULD CONSISTENTLY HAVE LARGE GAS BILLS. I CANCELLED IT WITH HER IMMEDIATELY AND WAS TOLD WE WOULD NOT HAVE ANY OTHER BILLS ARRIVING. THEN TODAY I RECEIVED A STATEMENT FOR \$1,045.52. I HOPE THAT YOU CAN HELP ME CLEAR THIS UP. I AM SURE THAT IF I CHARGED A CUSTOMER FOR A MOTORCYCLE AND DID NOT GIVE IT TO THEM I WOULD BE OUT

CUB Utility Response: E-mail to Lori @ Santanna
Fax to NICOR

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Chicago

State: IL

Zip 60656

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says she signed up with Santanna a few months ago, after she was told her bills would be lower. Her first bill was 3 times more than her prior bill. She is a senior citizen on a very limited income, she would not have signed up had she known she would be paying for stored gas she has yet to consume. She says she has been unable to reach Santanna on the phone, she wants out of the contract.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Lake in the Hills

State: IL

Zip 60156

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: COMMERCIAL: Customer states that she was not informed of the advanced billing method prior to signing up and cancelled service on 6/18/02 via phone and fax to Anne as soon as she realized it. As of yet she has not received a cancellation letter and is still being billed for service. Please cancel effective June 18th, cease billing and send confirmation of cancellation.

CUB Utility Response: FAXED TO NICOR
E-mail to Lori brosky

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Lake in the Hills

State: IL

Zip 60156

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: COMMERCIAL: Customer states that she was not informed of the advanced billing method prior to signing up and cancelled service on 6/18/02 via phone and fax to Anne as soon as she realized it. As of yet she has not received a cancellation letter and is still being billed for service. Please cancel effective June 18th, cease billing and send confirmation of cancellation.

CUB Utility Response: FAXED TO NICOR
E-mail to Lori Brosky

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Lake in the Hills

State: IL

Zip 60156

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: COMMERCIAL: Customer states that she was not informed of the advanced billing method prior to signing up and cancelled service on 6/18/02 via phone and fax to Anne as soon as she realized it. As of yet she has not received a cancellation letter and is still being billed for service. Please cancel effective June 18th, cease billing and send confirmation of cancellation.

CUB Utility Response: FAXED TO NICOR
E-mail to Lori Brosky

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By:

Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Buffalo Grove

State: IL

Zip 60089

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: E-MAIL: This is a complaint on behalf of the company I manage the gas services for, Xxxxx I recently recieved a phone call from Santanna Energy Services who claimed they could save me all kinds of money if I switched to have them be our supplier. They said this was based on the fact that they go according to current market prices, so they can buy at better rates then North Shore. I just received my first bill and it was 5 times my normal summer bill due to "storage" costs. They DID NOT mention this at all on the phone or in any written literature I received from them. I called them to find out what this was all about and I told them I was highly aggravated that no one had mentioned this to me in their initial phone call. Yesterday I called and faxed them to request my services be canceled and returned to North Shore Gas. I requested they respond to me telling me the amount of refund I will receive however I have heard nothing from them. If you can help apply pressure to them to issue this refund immediately it would be appreciated. Feel free to use my complaint or contact me in any current future legal action you may take against them for misleading marketing practices. Thank you, xxxxx - Accounting Manager xxxxxx.

CUB Utility Response:

Fax to NICOR

E-mail to Lori @ Santanna

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By:

Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Winthrop Harbor

State: IL

Zip 60096

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: E-MAIL: I agreed to go with Santanna Energy under the Peoples Choice program. It was not disclosed to me at the time of the call of all of the "extra" charges I would be billed over and above my household use. I was only informed of a monthly Administrative Charge of \$3.00. Upon receiving my first bill I was horrified to find it was nearly five times greater than the last bill I paid to Peoples Energy/North Shore Gas. I attempted to call Santanna at (800-764-4427) upon opening the bill on July 11th. I was unable to speak directly with someone so I left a message as the recording instructed me to. The recording stated all messages would be answered within 48 hours. Around 4:30 PM on July 12th I still had not heard from Santanna so I called only to find out their office was closed so I left another message. Upon returning home on Monday, July 22nd with no message I called Peoples Energy. I was told that I had to notify Santanna that I wanted to terminate this agreement and then Santanna was to contact them to reinstate me. I attempted to call again, still no luck getting through. I then wrote and faxed a letter to Santanna on Tuesday, July 23rd expressing my disappointment, to terminate this agreement immediately, and to resend me an updated bill that indicated my gas use, taxes and their \$3.00 admin charge. Today I still have not heard from this company. I stated in my letter to them that I felt their actions were deceptive and misleading. Had they told me about the additional charges I never would have agreed to this program. I stated I felt they do not inform the consumer of the charges up front because they know the consumer would decline the program. I am concerned that I will have to pay this bill

CUB Utility Response: Fax to NICOR
E-mail to Lori @ Santanna

CUB Consumer Inquiry

Date: 7/22/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Woodridge

State: IL

Zip 60517

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says he got a letter on 6/10/02 confirming cancelation of his NiCor contract. He says he continues to be billed by Santanna for stored gas. He wants to goback to NiCor, & will only pay for gas he's consumed.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 6/21/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Stickney

State: IL

Zip 60402

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer's states that his latest bill has incomplete information from Santanna. There are normally four lines 1) previous balance, 2) gross gas lines, 3) Rider 15 and 4) Beg, Flow, Usg & End. His bill only states previous balance.

CUB Utility Response: E-mail to Lori @ Santanna
Faxed to NiCor

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Palatine

State: IL

Zip 60074

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller signed up for service through Santanna but had not known that the company would be billing ahead for gas. She only used 126.25 therms but is being billed by Santanna for 476. She wants out of the program and is only going to pay for gas used.

CUB Utility Response: Notified Nicor and Santanna.

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By:

Martin

Utility Company: SANTANNA ENERGY

Concern: Company Program

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City LaGrange Park

State: IL

Zip 60526

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller states that she is trying to get out of the contract the previous treasurer. Santanna says he signed a 3 year contract, caller has been unable to get Santanna to cancel the contract. She says their bill was \$1300 higher last year, as compared to the previous year w/NiCor.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Arlington Heights

State: IL

Zip 60004

Account#:

Work Phone:

Ext: 3

Home Phone:

Cell:

Pager:

Summary: Customer states that he signed up last month and just received his first bill. He states that he had no prior knowledge of being on an "advanced bil" program, he was expecting to see a bill with at least a 15% decrease as promised. Customer is seeking to cancel service immediately and wanst to know what to do about bill.

CUB Utility Response: Informed customer that CUB is advising that he pay for usage only. Helped him calculate usage at: 29.29therms x .3869 instead of the 330 therms that he was billed by Santanna. In addition to this sum, he should also pay NICOR charges and all taxes.

E-mail Lori @ Santanna
Fax to NICOR

Public Version

CUB Consumer Inquiry

Date: 7/19/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Aurora

State: IL

Zip 60505

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he wanted to sign up with NICOR but ended up with Santanna and wanted to talk to someone about it, but he did not leave a number.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/19/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Chicago Ridge

State: IL

Zip 60415

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he does not want to be with Santanna. He is seeking to cancel and return to NICOR.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Chicago

State: IL

Zip 60655

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer would like to return to NICOR, leave Santanna as a result of the advanced billing.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/19/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Bloomingtondale

State: IL

Zip 60108

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he recently chose Santanna, and got first bill and states that bill was excessive based on what he was told. Wants to cancel with Santanna and return to NICOR.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/22/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Rockford

State: IL

Zip 61109

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she does not understand the bill and will stay if they can explain it better.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/22/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Willow Springs

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she never wanted Santanna. She wasnts to cancel with Santanna and wants her money back.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Billing

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Stickney

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he took our advice re: paying usage and now has another bill for \$111 and wants to now what to do with that.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/22/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State:

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Slamming: Customer states that he was switched without his "say-so" States that he thought that he was agreeing to stay with NICOR, but got switched to Santanna. He now has a \$125 bill from Santanna. (Left no phone number)

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/23/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Bedford Park

State: IL

Zip 60501

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she was on the program under false pretenses. They stated they were an affiliate of NICOR. She is seeking a refund back
(Left no phone #)

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: General Inquiry

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Elmhurst

State: IL

Zip 60126

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer is seeking to have info on our case mailed to him.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Montgomery

State: IL

Zip 60538

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she sent a cancellation and she would like for us to notify NICOR.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/24/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Cicero

State: IL

Zip 60804

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that the company misrepresented their services when they came door-to-door and even as late as today when she called she did not get full disclosure re: how program worked. She is seeking to cancel service with Santanna and returnin to NICOR.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Palatine

State: IL

Zip 60067

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she cancelled 6/12/02, but is still being billed. She has auto debit and wants to know what she can do legally re: how much they take from her account. (Santanna bill was \$155)

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Melrose Park

State: IL

Zip 60164

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer wants someone to call her about the bill and what to do with it. She cancelled service due to advanced billing. Left no number.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Maywood

State: IL

Zip 60153

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer is seeking a call. Seeking to leave Santanna.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Amboy

State: IL

Zip 61310

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that he is seeking to cancel Santanna and return to NICOR as a result of high billing.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Polo

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says he's been calling Santanna for 6 weeks in an attempt to cancel his contract. He has left many messages, but Santanna has yet to call him back.

CUB Utility Response:

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City West Chicago

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says they were promised saving on their gas bill, but the first bill from Santanna was 3-4 times higher. She says she wants out of the contract & will only pay for the gas she consumed.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Genoa

State: IL

Zip 60135

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller was not informed of Santanna's practice of billing ahead for usage, so he was surprised to find that he was charged for 302 therms when he only used 47 this past month. He has cancelled with them, but he has a bill already. He is only going to pay for the gas he used.

CUB Utility Response: Notified Nicor and Santanna

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By:

Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Frankfort

State: IL

Zip 60423

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller is upset that Santanna did not inform him when signing up that he was going to be billed ahead for gas. He is exiting their program, and wants a refund for his overpayment. Can someone please make sure that he is contacted about this?
Thank you.

CUB Utility Response: Sent to Nicor and Santanna.

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Bensenville

State: IL

Zip 60106

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller's wife signed up for Santanna when solicited by someone going door-to-door. After receiving their first bill, on which they were charged for many many more terms than they used, they want out of the program. Customer will only pay for the gas he used.

CUB Utility Response: notified Santanna and Nicor.

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sarah

Utility Company: SANTANNA ENERGY

Concern:

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Morton Grove

State: IL

Zip 60053

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller was surprised to find that Santanna was pre-billing for therms. She wants out of the program and will only pay for the therms she used.

CUB Utility Response: notified Nicor and Santanna.

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Rates

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Glenview

State: IL

Zip 60025

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she is seeking to cancel service because she knew that they were going to purchase in advance, but did not realize it was going to be this much. At this time, she cannot afford to pay this amount. She states so far she has not seen the savings in the per therm rate, over NICOR.

CUB Utility Response: E-mail to Lori Brosky
Fax to NICOR.

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address: .

City Park City

State: IL

Zip 60085

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says she wants out her contract w/Santanna, & wantst to go back to North Shore Gas. She says the savings she was promised have yet to materialize. She says she was never told she'd have to pay for stored gas, she will only pay for what she's consumed.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Maywood

State: IL

Zip 60153

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Caller says she was switched to Santanna w/o her consent. She says she realized this when she got her latest bill (\$178). She says she wants to go back to NiCor Gas, & will only pay for the gas she's consumed.

CUB Utility Response: Contact Ms. Brosky

CUB Consumer Inquiry

Date: 7/25/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Customer Service

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Orland Park

State: IL

Zip 60462

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Customer states that she called Santanna on 7/3/02 and asked the rep. ("Jackie") to drop Santanna and switch back to NICOR. As of 7/23/02, she had no confirmation and NICOR stated they had no notice of her request from Santanna. She has tried calling, but cannot get through.

CUB Utility Response: Letter to Santanna, cc to CUB

CUB Consumer Inquiry

Date: 7/15/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City

State:

Zip

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: Please advise me of any actions your group has initiated in pursuit of the above mentioned as I have recently been unwillingly "signed up" for an increase in my gas bill. My current bill is twice what I normally pay, and I'd like to find out what my recourse might be. Many thanks for your assistance, I appreciate it!

CUB Utility Response: Replied 7/22/02

CUB Consumer Inquiry

Date: 6/24/2002

Call Taken By: Sandra

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name:

Last Name:

Account First Name:

Last Name:

Address:

City Evergreen Park

State: IL

Zip 60805

Account#:

Work Phone:

Ext:

Home Phone:

Cell:

Pager:

Summary: SLAMMING: Customer states that his wife was contacted on 6/5/02 by a Santanna rep who STATED that they were now their supplier for gas. On 6/7/02, xxxxx called Santanna and informed the company he was not interested in their service and ripped NICOR for allowing the company to call him. He thought everything was taken care of, but he then received a letter dated 6/10/02 welcoming him to Santanna. He then later received a cancellation letter. He was confused because the cancellation letter stated that it would take 30-60 days and that he would have to pay all bills until then.

CUB Utility Response: Latest conversation was on 7/19/02 and he apparently was not switched to Santanna because as of yet he had not received a bill from company. I told him to keep us updated if he received a bill.